

Licenses Issued Metro Animal Services

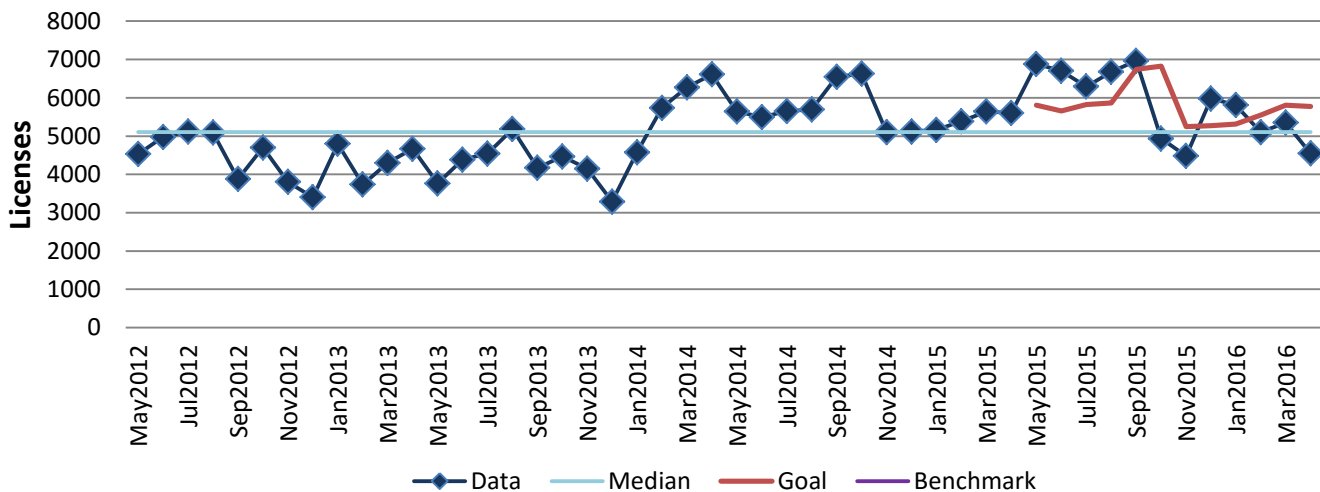


KPI Owner: Skip Kalkhof

Process: Licensing

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 45K Licenses in CY '12 Goal: 3% increase from previous year's month. Benchmark: TBD		Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The number of licenses issued by Metro Animal Services each month Why Measure: Measures a core process, licensing of animals Next Improvement Step: Engaging with Vets to be more efficient. Changed mailing process April 1 '15 to be more efficient and effective.		
How Are We Doing?					
May2015-Apr2016 12 Month Goal	May2015-Apr2016 12 Month Actual		Apr2016 Goal	Apr2016 Actual	
69,702	69,731		5,773	4,547	
Licenses	Licenses		Licenses	Licenses	

Licenses Issued



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.